



Quality Council

Monday, June 26, 2004

3:30-5:00 p.m.

Conference Room 6A, Exchange Building
821 Second Avenue, Seattle WA 98104

Members Attending:

Ron Sterling, Chair
Alice Howell
Frank Jose
Howard Miller
Steve Collins
Christine White
Kali Henderson
Richard Hart
Albert Gallegos
Eleanor Owen

Staff Present:

Barbara Vannatter
Melisande Noe

I. CALL TO ORDER

The meeting was called to order at 3:30 p.m.

II. ANNOUNCEMENTS

Dr. E. Fuller Torrey was scheduled to address the national sheriff's convention tomorrow, but his CEO will attend in his place. Eleanor Owen is hosting a reception for her tonight at 7:00 p.m.

Philip Dawdy is the featured speaker at NAMI-Greater Seattle's forum on July 20, 2004, 7:00 p.m. at St. John's Lutheran Church at North 55th Street and Phinney Avenue North.

The Mental Health Task Forum meets July 27, 2004, in the Seatac area (www.mentalhealthtaskforce.org).

Steve Collins announced that the Consumer Satisfaction Survey QRT website is being redesigned.

III. PREVIOUS MEETING NOTES APPROVAL

The meeting notes were approved unanimously.

IV. FOLLOW UP: NAMI FORUMS AND MEETING WITH NAMI EASTSIDE

Ron Sterling gave a QC Power Point presentation to 25 attendees at NAMI-Eastside's forum. He also said he wanted to put the CDMHP's reluctance to go to the Eastside on next meeting's agenda. It was suggested that perhaps Jo Moore could do the presentation.

V. FOLLOW-UP: PROVIDER SUMMARY REPORT (STAFF RETENTION AND QA/QI)

VI. COMPLAINTS, GRIEVANCES AND FAIR HEARINGS

Of 249 complaints, grievances and fair hearings (CGFH) received in 2003, 238 were adult and 11 were children. Most CGFHs fell into the "other" category. That will change soon due to the Balanced Budget Act to be either a grievance, appeal or fair hearing. Policies and procedures are being written to put CGFH in the 2005 contracts. Barbara stated that the state-mandated reports will change in 2005, but it is not yet known what the change will be.

VII. MENTAL HEALTH PROVIDER SUMMARY REPORTS

No feedback was received.

VIII. RECOVERY INITIATIVE COMMITTEE

According to Eleanor, things are proceeding well, and the committee goal is to see that contracts reflect change in activities of agencies such that more people are involved in skill building and social skills. The next meeting is July 13, 2004, 12:00 p.m. to 2:00 p.m. in Conference Room 6B.

IX. ADJOURNMENT

The meeting adjourned at 5:00 p.m.